



**CITY OF CLEVELAND**  
Mayor Justin M. Bibb

### **CITY OF CLEVELAND MISSION STATEMENT**

We are committed to improving the quality of life in the City of Cleveland by strengthening our neighborhoods, delivering superior services, embracing the diversity of our citizens, and making Cleveland a desirable, safe city in which to live, work, raise a family, shop, study, play, grow old and do business.

### **DEPARTMENT OF AGING VISION STATEMENT**

Cleveland seeks to be so age friendly that current older residents desire to remain, former residents wish to return to the city and the City can recruit additional older residents based on the age friendly aspects of Cleveland and its neighborhoods.

City of Cleveland  
Department of Aging  
75 Erieview Plaza, Room 201  
Cleveland, OH 44114  
216.664.2833  
Aging@clevelandohio.gov  
www.clevelandohio.gov/aging

Follow the City of Cleveland on  
Twitter at @cityofcleveland or  
Facebook at [www.facebook.com/cityofcleveland](http://www.facebook.com/cityofcleveland).

# **Cleveland Home Repair Resource Guide**

*A guide to home repair programs  
available to Cleveland residents*



2023



## HELPFUL NUMBERS

This guide was created by the staff of the Cleveland Department of Aging as a resource for Cleveland homeowners seeking information about loans, grants, and agencies providing home repair resources. It was last updated in June 2023.

If information was omitted or is incorrect, please contact the Director of the Cleveland Department of Aging at 216-664-2833.

### City Services

Unsure who to call, Dial **311**

Animal Care and Control	216-664-3069
Building and Housing	216-664-2282
Community Relations	216-664-2693
Housing Court	216-664-4295
Public Health	216-664-3069
Public Utilities	216-664-2444

### Community Service Agencies

Cuyahoga County Division of Senior and Adult Services	216-420-6700
Fair Housing Center	216-361-9240
HEAP	216-350-8008
Legal Aide Society	216-687-1900

### Utility Customer Service Lines

Dominion East Ohio (Gas)	800-362-7557
Cleveland Public Power	216-664-4600
Illuminating Company (Electric)	800-859-3101
Cleveland Division of Water	216-664-3130

**City of Cleveland**  
**Department of Aging**  
**216.664.2833**  
**[www.clevelandohio.gov/aging](http://www.clevelandohio.gov/aging)**



## COMMUNITY DEVELOPMENT CORPORATIONS

Community development corporations are non-profit organizations that are created to support and revitalize communities.

Have additional questions about neighborhood specific programming or home repair resources?

Please contact your Community Development Corporation for further assistance.

Burten, Bell, Carr Dev. Corp.	(216) 341-1455
Downtown Cleveland Alliance	(216) 736-7799
Fairfax Renaissance Dev. Corp.	(216) 361-8400
Famicos Foundation	(216) 791-6476
Flats Forward	(216) 416-1970
Greater Collinwood Dev. Corp.	(216) 383-9772
Harvard Community Services Center	(216) 991-8585
Jefferson-Puritas West Park CDC	(216) 671-2710
Little Italy Redevelopment. Corp.	(216) 791-4907
Metro West Community Dev.	(216) 961-9073
Midtown Cleveland, Inc.	(216) 391-5080
Northwest Neighborhoods	(216) 961-4242
Ohio City, Inc.	(216) 781-3222
Old Brooklyn Community Dev. Corp.	(216) 459-1000
Shaker Square Area Dev. Corp.	(216) 421-2100
Slavic Village Development	(216) 429-1182
St. Clair Superior Dev. Corp.	(216) 881-0644
Tremont West Dev. Corp.	(216) 575-0920
Union Miles Dev. Corp.	(216) 341-0757
University Circle, Inc.	(216) 791-3900
Westtown Com. Dev. Corp.	(216) 941-9262
West Park Kamm's Neighborhood Dev.	(216) 252-6559

## CLEVELAND HOME REPAIR RESOURCE GUIDE

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**WHEN DO I NEED A PERMIT?**

The City of Cleveland requires permits for garages, sheds, decks, swimming pools, fences, roofs, windows, doors, and step/porch replacement. Permits are also required for all new construction, additions, and alterations. Alterations include replacing windows, doors, steps, porches and roofs. Always confirm your contractor is registered with the City of Cleveland.

Department of Building and Housing  
216.664.2282

[www.clevelandohio.gov/  
CityofCleveland/Home/Government/  
CityAgencies/BuildingHousing](http://www.clevelandohio.gov/CityofCleveland/Home/Government/CityAgencies/BuildingHousing)

601 Lakeside Ave.  
Cleveland, OH 44114



## TIPS FOR HIRING A CONTRACTOR

When hiring a contractor for home improvement or repair, see some best practices below:

- Interview each contractor you are considering.
- Get estimates from various contractors for comparison.
- Verify if the contractor is licensed, bonded and insured to do work in the City of Cleveland by calling the **City of Cleveland Department of Building and Housing (216-664-2910)**.
- Check your contractor with the local Better Business Bureau (BBB) 216-241-7678.
- Always request written contracts.

## UNDERSTANDING YOUR PAYMENT OPTIONS

- Do not let the contractor arrange a loan for you.
- Make sure your payment schedule is affordable.
- Do not pay the full amount up front.
- Avoid paying cash.
- **Keep all copies of your paperwork and receipts.**

**Department of Community Development  
Office of Consumer Affairs  
601 Lakeside Avenue, Room 320  
Cleveland, Ohio 44114  
Phone: (216) 664-4529**

**[www.clevelandohio.gov/CityofCleveland/Home/  
Government/CityAgencies/ConsumerAffairs](http://www.clevelandohio.gov/CityofCleveland/Home/Government/CityAgencies/ConsumerAffairs)**

## CHN HOUSING CAPITAL

CHN Housing Capital is the lending arm of CHN Housing Partners. It provides access to capital for down payment assistance, mortgage loans, and home repair loans. In order to qualify certain income, location, and homeownership requirements may need to be met.



CHN Housing Capital  
855.764.LOAN (5626)  
[www.chnhousingcapital.org](http://www.chnhousingcapital.org)  
2999 Payne Ave, Suite 134  
Cleveland, OH 44114





## HEBREW FREE LOAN ASSOCIATION OF NORTHEAST OHIO ( HFLA)

HFLA lends money interest-free to responsible individuals in need. Maximum loan amount is \$10,000. Applicants must have verifiable income that will allow them to repay the loan and have one or more suitable guarantors for the loan. If the loan is for home repairs, work must be done by an insured and bonded contractor, and estimates must be turned in with application.

Hebrew Free Loan  
Association of Northeast Ohio  
216.378.9042

<https://interestfree.org/>

23300 Chagrin Blvd., Suite 204  
Beachwood, OH 44122



## UNITED WAY 211 HELP CENTER

United Way 211 provides accurate and timely information to help people understand their options, resolve problems and improve their lives. 211's community resource database has over 18,000 government, health and social service programs. It includes information about who is eligible for services, any required I.D. or documents, details about any fees, and a description of the steps someone must take to receive help.

Dial 211 for service

## CLEVELAND DEPARTMENT OF AGING

### INFORMATION AND ASSISTANCE

Helps older adults (60+), persons with disabilities, caregivers, professionals and family members locate services and resources. Clients are provided with current and unbiased information on services that support independence and link them to organizations that can help. Referrals include nutrition, employment assistance, hearing services, dental care, recreation, health care, durable medical equipment and more.

Cleveland Department of Aging  
216-664-4383

## CUYAHOGA COUNTY VETERANS SERVICE COMMISSION

Provides temporary and emergency financial assistance to eligible veterans, their dependents, and surviving spouses. Applicants must demonstrate financial need. Financial assistance is provided for mortgage, rent, security deposit, and other needs on a case by case basis.

Cuyahoga County Veterans  
Service Commission  
216.698.2600

[www.cuyahogavets.org/services](http://www.cuyahogavets.org/services)

1849 Prospect Ave E, Suite 150  
Cleveland, OH 44115



## HERITAGE HOME PROGRAM

The Heritage Home Program offers a low-interest, fixed-rate, equity-based loan for maintaining and improving older homes. Interest rates can go up to 2% in Cleveland. Homes must be 50 years old or older and located in a participating community. Interior and exterior projects qualify. No income limits apply. Also provides free technical assistance for home repair, maintenance and rehab needs.

Heritage Home Program  
216.426.3116

[www.heritagehomeprogram.org](http://www.heritagehomeprogram.org)

3751 Prospect Ave. E  
Cleveland, OH 44115



## CUYAHOGA COUNTY HOUSING ENHANCEMENT LOAN PROGRAM

Provides homeowner of occupied or investment properties in eligible Cuyahoga County communities home improvement loans at three percentage points below normal bank rates, for home repair or remodeling projects. Applications for the program can be obtained at any Key Bank or Huntington Bank branch.



Cuyahoga County  
Department of Development  
216.443.7260  
[www.cuyahogacounty.us](http://www.cuyahogacounty.us)  
2079 E. 9th St.



## GREATER CLEVELAND HABITAT FOR HUMANITY

The ReStore is one of the largest reuse and recycle centers in Cuyahoga County. Consumers and builders alike come to browse the aisles for new and gently used building supplies, tools, furniture, appliances and much more. The ReStore is a great resource for anyone working on their homes, and provide residents with affordable options to make repairs or renovations.

Greater Cleveland Habitat  
for Humanity  
216.429.1299

[www.clevelandhabitat.org](http://www.clevelandhabitat.org)

2110 West 110th St.  
Cleveland, OH 44102





## LEAD SAFE RESOURCE CENTER

The Lead Safe Cleveland Coalition hosts a resource center connecting our community's lead poisoning prevention efforts. Any home built before 1978 is presumed to contain lead-based paint. Beginning March 31, 2021, all rental units built before 1978 must have a Lead Safe Certification from the City of Cleveland's Department of Building and Housing. The Lead Safe Certification is valid for two years. The Lead Safe Cleveland Coalition offers guidance about the Lead Safe Certification to property owners. It also works on education and community engagement, increased screening and testing for lead poisoning, and early intervention for children and families impacted by lead. Information about loans and grants may also be available.

Lead Safe Resource Center  
1.833.601.LEAD (5323)  
[www.lead safecle.org](http://www.lead safecle.org)

4600 Euclid Ave  
Cleveland, OH 44103



## COMMUNITY HOUSING SOLUTIONS

Assists low and moderate income seniors with critical home repairs, including: heating, plumbing, carpentry, security, roofing, and accessibility. Applicant must be homeowner and own their home for at least one year, meet income guidelines, and be current on property taxes or on a payment plan.



Community Housing Solutions  
216.651.0077

<http://www.commhousingsolutions.org/>  
1967 West 45th St.  
Cleveland, OH 44102

## GUTTER AND DOWNSPOUT PROGRAM

Provides gutter cleaning. Provides repairs or replacement of gutters. Provides repairs or replacement of downspouts. Applicant must be the homeowner, own their home for at least one year, meet income guidelines, and be current on property taxes or on a payment plan. For gutter cleaning must also be at least age 60 or an adult 18-59 with a disability.

Community Housing Solutions  
216.651.0077

<http://www.commhousingsolutions.org/>

1967 West 45th St.  
Cleveland, OH 44102



## LEAD HAZARD CONTROL PROGRAM

This program provides lead risk assessments, identifies lead-based paint and provides grants to control lead-based paint hazards. Residents must live in a home built before 1978. A child age of six years of age or younger must live in or visit more than 20 hours a week. Income limits apply.

## PAINT PROGRAM

The Exterior Paint Program provides paint and materials for exterior home painting. Labor is not included. Homeowners and tenants who meet income guidelines can apply for the program. Program is administered on a first-come, first-serve basis.

Division of Neighborhood Services  
216.664.2045

[www.clevelandohio.gov/communitydevelopment](http://www.clevelandohio.gov/communitydevelopment)

601 Lakeside Ave., Room 302



## HEALTHY HOMES PROGRAM

Provides homeowners with grants for small to medium home repair projects to remediate hazardous conditions within the home.

The Healthy Homes Program is available to low to moderate owner occupied homes within the City of Cleveland. Property must be structurally sound with no major deficiencies.

Examples of repairs include: roof patching, porch repairs, plumbing, electrical, weatherization, flooring repair or replacement, bathroom or kitchen rehabilitation, and tuck-pointing.

Division of Neighborhood Services  
216.664.8731

[www.clevelandohio.gov/  
communitydevelopment](http://www.clevelandohio.gov/communitydevelopment)

601 Lakeside Ave., Room 302  
Cleveland, OH 44114



## TOOL LOAN PROGRAM

Allows City of Cleveland residents to borrow tools to assist in the completion of home maintenance and repair projects. Includes the following type of tools: Lawn and garden, household, ladders, miscellaneous hand tools, plumbing tools, and power hand tools. Photo ID and proof of residency required.

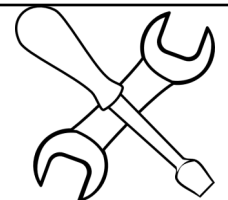
Community Housing Solutions

<http://www.commhousingsolutions.org/>

Cleveland (East)  
216.231.5815  
12114 Larchmere Blvd.  
Cleveland, OH 44120

Or

Cleveland (West)  
216.651.0077  
1967 West 45th St.  
Cleveland, OH 44102



## CHN HOUSING PARTNERS

### HOME WEATHERIZATION AND HOUSEWARMING ASSISTANCE

No cost weatherization programs designed to assist with the energy efficiency of rental or owner occupied income eligible dwellings. Services may include furnace repair/replacement, hot water tank repair/replacement, insulation, refrigerator and/or freezer replacement, light bulbs and electrical repairs/updates.

CHN Housing Partners  
216.574.7100

[www.chnhousingpartners.org](http://www.chnhousingpartners.org)

2999 Payne Ave.  
Cleveland, OH 44114



## HEALTHY HOMES INITIATIVE

The Healthy Homes Initiative is a partnership between the City of Cleveland and Community Development Corporations (CDCs) that seeks to improve the quality of life of residents through enhancements to the city's housing stock. Community engagement specialists have been hired at CDCs across the City and their work involves assessing neighborhood housing issues and working with residents and landlords to resolve concerns and challenges. Specialists build relationships with residents and landlords and connect them to programs and services they are eligible for. Additionally, they host trainings and workshops on a variety of housing and neighborhood topics.

For more information about the program or to be connected to a community engagement specialist, please contact your local Community Development Corporation (see page 27)

Or contact:

Community Engagement  
Healthy Homes Initiative  
City of Cleveland,  
Dept. of Community Development  
Phone: (216) 664-4000

## NUISANCE WILDLIFE

The City of Cleveland Division of Animal Care & Control offers 'nuisance' wildlife (skunks, groundhogs, opossums, and raccoons) trapping from May 1 through October 31. These animals are euthanized and disposed of, if removed from your property. Traps are loaned for a \$20 refundable fee.

Note: The trapper is not contracted to trap animals that are inside homes. If an animal becomes trapped inside your house, it is your responsibility to handle that situation.

Any injured wild animal should be reported to 216-664-3069. Any complaints about vacant properties that are attracting wildlife should be directed to Building and Housing at 216-664-2007.

Animal Care and Control

216.664.3069

<https://www.clevelandohio.gov/>

9203 Detroit Ave,  
Cleveland, Ohio 44113



## PLUMBING/SEWER REPAIR

Minor plumbing repairs, water leaks, hot water tank replacement, main water line repair, and clearing of blockage or replacement of main sewer line. Programming is available to homeowners and renters. Applicants must meet income guidelines.

CHN Housing Partners  
216.574.7100

[www.chnhousingpartners.org](http://www.chnhousingpartners.org)

2999 Payne Ave.  
Cleveland, OH 44114





# CITY OF CLEVELAND

## SENIOR HOMEOWNER ASSISTANCE PROGRAM ( SHAP) AND AGE-FRIENDLY HOME INVESTMENT PROGRAM (AFHIP)

SHAP and AFHIP provide grants to income qualified Cleveland residents 60 years old or older and disabled adults (18-59 years) who reside in and own single or two family homes in need of critical health, safety, and maintenance repairs. Typical repairs include roof, porch, ramp installation, major plumbing and electrical repairs. Only one repair can be addressed.

Cleveland Department of Aging  
216.664.2833

[www.clevelandohio.gov/aging](http://www.clevelandohio.gov/aging)

75 Erieview Plaza, 2nd floor  
Cleveland, OH 44114



# OPERATION SAVE-A-LIFE

Operation Save-a-Life, a program of the American Red Cross and the Cleveland Fire Department, provides free smoke alarms and batteries to Cleveland residents. Smoke alarms are installed by Cleveland Firefighters at no cost to residents. Application may take up to 90-days.



American Red Cross of Greater Cleveland  
216-361-5535

[www.redcross-cleveland.org](http://www.redcross-cleveland.org)

3747 Euclid Ave  
Cleveland, OH 44115



## CLEVELAND 50/50 SIDEWALK RESIDENTIAL REPLACEMENT PROGRAM

Repair/replacement of unsafe sidewalks through a partnership between the City of Cleveland and its residents where each party pays 50% of the cost. Eligible repairs include sidewalks, driveway aprons and curbs at the end of driveways.

Division of Engineering and Construction  
Bureau of Sidewalks 216.664.7296

[https://www.clevelandohio.gov/  
CityofCleveland/Home/Government/  
CityAgencies/PublicService/  
EngineeringConstruction/  
BureauOfSidewalks](https://www.clevelandohio.gov/CityofCleveland/Home/Government/CityAgencies/PublicService/EngineeringConstruction/BureauOfSidewalks)

601 Lakeside Ave., Room 518  
Cleveland, OH 44114



## REPAIR-A-HOME

This program helps homeowners repair Cleveland homes by offering low-interest loans ranging from 0%-3%, determined by total household income. These loans are only for code related repairs, mechanical repairs, or health and safety repairs. A photo ID, proof of address (copy of mortgage, insurance, utility bill, etc.) and proof of income are required.

Division of Neighborhood Services  
216.664.2045

[www.clevelandohio.gov/  
communitydevelopment](http://www.clevelandohio.gov/communitydevelopment)

601 Lakeside Ave., Room 302  
Cleveland, OH 44114



## CLEVELAND TREE ASSISTANCE PROGRAM FOR SENIORS

Trims or removes hazardous trees and branches. Does not address root issues.

Applicants must be a low-income senior homeowner or an adult 18-59 receiving a disability payment. Must reside in and own a single or two family home. The tree of concern must be on personal property or touching personal property from a neighboring property. Applicant must be current on property taxes or in a payment plan.

Cleveland Department of Aging  
216.664.2833

[www.clevelandohio.gov/aging](http://www.clevelandohio.gov/aging)

75 Erieview Plaza, 2nd floor  
Cleveland, OH 44114



## BED BUG ASSISTANCE PROGRAM

This program to helps seniors and adults with disabilities, on a limited income, with the extermination of bed bugs in their home. Applicants must meet income guidelines, be 60 years of age or older or an adult, 18-59 years old, receiving a disability payment, and own and live in the unit to be treated.



Cleveland Department of Aging  
216.664.2833

[www.clevelandohio.gov/aging](http://www.clevelandohio.gov/aging)

75 Erieview Plaza, 2nd floor  
Cleveland, OH 44114

